



## eMDs Practice Choice™ Frequently Asked Questions

### GENERAL

#### Why is eMDs sun-setting Practice Choice?

There are a small number of providers using Practice Choice and there has been very little investment to enhance the system over the last 3 years. In order to provide the best long-term solution for Choice customers, we feel that it is better to provide a pathway to other eMDs products, which offer richer functionality and can support your practice through continued industry changes.

#### When will this happen?

Customers requiring a 2015 certified solution implemented and live by Jan. 1, 2018 for EHR incentive program purposes must have completed their move by December 31, 2017. Careful planning will be required to get customers live by 12/31. For customers not requiring certification, the target sunset date is 3/31/2018. All data extracts must be completed by this date. Effective 4/1/2018 no new chart notes may be entered. Practices can continue to use Choice to walk down old A/R through 4/30/2018. Quality reporting for 2017 data must be completed by 3/31/2018.

#### Will I be able to get a copy of my old database?

Yes. If requested at least 30 days prior to transition, customers may obtain a copy of their data in the standard export file format currently available.

#### Will the price for the new system be the same as what I am paying for Practice Choice?

Yes. eMDs will preserve like-for-like pricing as much as possible. If a customer moves to a different system, or adds new options, those may trigger other fees in a similar manner to how they have in the past.

#### What data will be migrated from my Choice system to the new system?

If you migrate to eMDs Plus, data migration will include:

- Demographics
- Patient Insurance
- Appointments
- Allergies
- Medications
- Problems
- Vitals
- Lab Results
- Family Medical History
- Social History
- Immunizations
- Procedures
- Surgeries
- Documents
- Visit Notes

If you wish to move to eMDs Solution Series or eMDs Practice Partner, there are different options available. Please contact your Value-Added Reseller if you work with one of these eMDs partners, or contact eMDs if you work directly with us.



### **What if I do not want to transition to another eMDs offering?**

We hope that we can change your mind, but if you do not wish to take advantage of the options offered by eMDs, you are free to terminate your Practice Choice agreement with eMDs according to its terms.

### **What is the process to evaluate the other eMDs platforms being offered to me as an alternative?**

If you are a direct customer of eMDs, we will offer webinars to showcase the other platforms available to you. The dates and registration details for these webinars will be sent to customers once they are confirmed and scheduled.

If you have a value-added reseller, we ask you to contact your sales representative to discuss your options and set-up product demos. You are also welcome to join the eMDs product webinars. Your value-added reseller can provide you with a list of dates once these are confirmed and scheduled.

### **Although I have a Practice Choice agreement, I am not really using the system but I am using Medisoft/Lytec. Can I continue to do this?**

Yes. We will need to re-contract your practice to reflect the mix of products that you're using.

### **I'm only using Practice Choice for ePrescribing. Do you have an alternative option?**

Yes. eMDs has an e-prescribing only version of Plus.

### **I use Practice Choice EHR with an interface to Medisoft/Lytec. Will I still be able to continue using Medisoft or Lytec as my practice management system?**

eMDs will have bridges from your PM to Plus.

- ADT (Demographics from Medisoft/Lytec to Plus)
- SIU (Appointments from Medisoft/Lytec to Plus)
- DFT (Charges from Plus to Medisoft/Lytec)

You can also evaluate whether this is a good time to transition to a single database integrated solution and take advantage of the many efficiencies that this will bring to your practice.

## **Connectivity FAQs**

### **I have numerous interfaces to labs, other diagnostics, etc. Will I still have the same interfaces after the transition?**

As part of your transition we will need to know all about connectivity you have, inbound and outbound. These will be mapped into your project. You should also tell us about additional connectivity you wish to have. The platform you are transitioning to may already have this.

### **I work with and have integrations with other third party services. Will eMDs be able to connect to them?**

It depends upon the third party. eMDs will need to know which third party it is. If it is an existing eMDs partner such as for electronic claims, then the answer is yes. But for others we will need to review the requirements. In many cases eMDs will also be able to help you work with a replacement partner.



### **How will my patients be affected?**

Ultimately, this should be a positive experience. The investments that eMDs has been making in our other solutions include RCM and a number of enhanced engagement tools (e.g. patient portal) as well as numerous tried and tested capabilities such as patient education, recommendations, clinical reminders to promote quality, etc. There are also new options you may not have had access to before including partners who can help you with your engagement strategies, whether it's as simple as appointment reminders, or more sophisticated needs.

### **How will my patient portal be affected?**

Good news. The portal platform that eMDs made for Practice Choice in 2016 is the same platform that other eMDs systems are using. In fact, you may see additional capabilities because the other systems utilize more of the portal capabilities than Choice. That is great news for your patient's experience and the efficiencies a portal can bring to your practice.

### **I use direct secure messaging. How will that be affected?**

You will still have direct secure messaging. Depending on the product you migrate to, your direct address may need to change.

### **I use EPCS through DxWeb. How will that be affected?**

The new platforms are all EPCS capable via DrFirst. If you want to do electronic prescribing of controlled substances, eMDs will help you with a new setup or transition your existing setup. There are ongoing subscription charges of \$10/provider/month to use EPCS on Plus, Solution Series, or Practice Partner.

## **Training & Transition FAQs**

### **What will I need to do in order to start the transition?**

For direct customers, an eMDs Sales representative will work with you to identify your needs and which product is best suited for you. For customers with a value-added reseller, a sales representative from this organization will work with you to identify your needs and which product is best suited for you.

### **How long will the transition take?**

The transition time will vary based on the product that is selected.

### **Who will manage the transition?**

If you are a direct eMDs customer, you will be assigned an implementation project manager who will create an implementation project that accounts for the different facets of your migration. Those include interfaces, training, orientation around support systems, etc.

If you have a value-added reseller, eMDs will work with you and your reseller on the transition.

### **How will I be trained on my new system?**

eMDs has many training resources at your disposal. Each practice will receive one free license which can be used by anyone in your practice to access our eMDs Engage online learning system. eMDs Engage offers hundreds of self-paced learning modules for Solution Series and Plus making it easy for you and your staff to get up to speed any time and in any location. We also have instructor-led training available for purchase and ongoing training available via webinars which are free to all clients. We also have a rich knowledge resource on our Support Center.



## Quality Program FAQs

**I am participating in one or more quality programs (e.g. PQRS, Meaningful Use/MACRA/MIPS). How will this transition affect my quality reporting and attestations for those programs?**

For customers looking to participate in Meaningful Use/MIPS programs, you will need to transition to the eMDs Solution Series or eMDs Practice Partner platforms.

FIGmd is eMDs' quality reporting partner for Practice Choice, Plus, Solution Series, and Practice Partner: The same eCQMs platform is being used on the platforms being offered. You will have the same account with FIGmd and will be set up with a data extract from the new system too. Data collected in Practice Choice will remain in your FIGmd dashboard and will therefore cross over. However, you will need to be very conscious of the differences in workflows in different programs to verify that you are capturing the right information.

**Are the new programs certified? What are the details?**

Yes, Solution Series, Plus and Practice Partner are 2014 certified. Solution Series and Practice Partner will be 2015 certified in 2017 so that you can implement the system before the end of the year and be able to comply with the MACRA/MIPS 365 day reporting requirements in 2018 for the required reports you will submit in 2019.

CONFIDENTIAL